

MANUFACTURING EXTENSION PARTNERSHIP

Success Stories from the Field

Colt's Manufacturing Co LLC

Connecticut State Technology Extension Program

Colt Now Shoots Down the Competition Thanks to ISO Registration

Client Profile:

Colt Defense, a division of Colt's Manufacturing Co. LLC, is a leading designer, developer and manufacturer of small arms and weapons systems for the U.S. military, its allies and federal, state and local law enforcement agencies. For the last 150 years, Colt has been a major world producer of military equipment. This has included the Gatling Gun, the Colt .45 'Peacemaker', the Colt Browning .30 and .50 caliber machine guns, the Thompson submachine gun, the Colt .45 pistol and more recently the M16A4 Rifle and the M4 Carbine. The company employs 370 people at its facility in West Hartford, Connecticut.

Situation:

Colt Defense made the strategic business decision to become registered to the ISO9001:2000 Quality Standard in order to maintain and grow contracts with the U.S. Department of Defense. The company contacted Ray Snyder, a Senior Quality Systems Specialist with the Connecticut State Technology Extension Program (CONNSTEP), a NIST MEP network affiliate, to discuss their desire to become registered to a quality standard.

Solution:

CONNSTEP's service provider, Gene Brucker, examined Colt Defense's documentation and performed a gap analysis to assess the degree of existing compliance with the ISO9001:2000 standard. He then assisted company personnel in the conversion of existing documentation of all Tier II (processes) and Tier I (policies) for the company's Quality Policy Manual. In addition, management and staff auditor training was delivered in concert with the Standard, and Brucker also conducted internal quality audits to deliver a final audit report prior to the registrar review. Colt Defense became registered to the ISO9001:2000 Quality Standard, allowing the company to bid on Department of Defense contracts. Additionally, Colt returned to CONNSTEP for assistance with their internal quality auditing program. As the internal quality auditor, Brucker assumed Colt Defense's internal quality auditing functions, conducted the audits and trained 90 staff members on how to conduct the internal audits.

Results:

- * Increased sales by \$100 million.
- * Retained sales of \$100 million.
- * Invested \$14 million in capital equipment.

Testimonial:

"Without the initial start up and continued services provided by CONNSTEP, Colt Defense would not be in position to maintain current contracts or bid on new ones. Being an ISO9001:2000 registered

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manufacturer and design facility is vital to the growth of our business. Maintaining current contracts and achieving new contracts is central to Colt Defense marketing and sales strategies."

Tracey VanFlatern, Quality Manager